Release 2.0

Building the Digital Washington Community

Governor Locke perfected the central theme of digital government by concluding that Washington State was creating

".gov experience as good as the .coms."

Creating the dot .gov experience

is the focus of Release 2.0, having met the preconditions for governance structure and infrastructure set out within the vision of the original Digital Government Plan.

Indeed, in six short months, Washington has established a new digital operating environment for service delivery. As summarized in .gov Infrastructure Relase 1.0, located on page18, and detailed later, the infrastructure has seen dramatic additions in the form of extensions to the state's Internet portal, directory services, application access control, credit card engines, contracts for certification authority, support functions, archiving, merchant banking, and new technical and policy provisions for security.

The state's 240 Internet applications, including the 22 launched since Release 1.0 plus the 89 new ideas proposed in the interim, can now be supported in a shared, trustworthy environment. The new infrastructure is complemented by new policies for investment, security, and privacy, as well as Internet standards and protocols, and user interface guidelines—all of which have been developed and adopted since Release 1.0. To the citizen or business owners, it means friendly, accessible, and increasingly personalized navigation through a full compliment of public information and transactional services. Construction of the core infrastructure for Digital Washington is complete. The next step of populating the neighborhood and building the community has already begun.

The foundation of digital government has been laid in the last few months and creates a flexible, yet robust environment for the continued development of digital govern-ment on an enterprise–wide basis. The next six-month phase of digital government construction brings with it a similarly ambitious agenda to make Digital Washington ready for its five million residents. The blueprint is reflected in .gov Infrastructure Relase 2.0, on page19, and detailed below.

While the primary focus of phase one was on constructing the core infrastructure, phase two goes to the next step of populating the .gov real estate and building the Digital Washington community. Washington's task is to create the right conditions for the organized and orderly development of this fertile and promising Internet frontier community where public entities from all levels of government work together to place services where citizens want them. As in any new community, development must be done according to a zoning and building code that governs the land use, architecture, structural integrity, and Internet business application development that leads to a well planned community with a vital economy, rather than urban sprawl with areas of economic blight. As with any appealing community, richness and diversity spring from many developers contributing to the atmosphere.

Washington is intent on building community while preserving the distinctive services that citizens have come to value. This second release of the Digital Government Plan is about that

.gov Infrastructure RELEASE 1.0

Task	Dates	1998 Q4	1999 Q1	Q2	Q3	Q4	2000 Q1	Q2
Enterprise Security Architecture								
✓ Implementation Plan	8/2/99 - 12/6/99					▬		
✓ Prototype Lab-Shared Security	8/16/99 - 9/30/99					▼		
✓ Requirements	6/21/99 - 10/21/99				▬			
✓ Architecture Roadmap	9/1/99 - 12/29/99					▬		
Portals								
✓ *Access Washington*	11/18/98	▼						
✓ Transact Washington Phase 1 with Early Adopters	6/30/00							▼
✓ Authentication	2/28/00 - 6/30/00						▬	
✓ Directory Services (LDAP)	2/28/00 - 6/30/00						▬	
✓ Application Access Control	2/28/00 - 6/30/00						▬	
✓ *Inside Washington*	1/24/00						▼	
Trust								
✓ Prepare & Issue RFP for Certification Authority	4/1/99 - 7/23/99		▬					
✓ Evaluate & Select Vendor	7/23/99 - 2/28/00				▬			
✓ Certification Authority Contract Signed	3/31/00						▼	
✓ Digital Certificate Early Adopter Program	4/1/00 - 6/30/00						▬	
✓ Test Certificates Available	6/30/00							▼
Payments								
✓ Statewide Merchant Bank Contract Office of the State Treasurer	2/28/00						▼	
✓ Credit Card Payment Acceptance with DIS Hosted Storefront	2/28/00 - 6/30/00						▬	
Applications, Tools and Support								
✓ Adabas Middleware Tool Available	2/28/00 - 6/30/00						▬	
✓ Application Support Master Agreement Vendor	3/1/00 - 6/30/00						▬	
✓ e-Storage: CD Based	3/1/00 - 6/30/00						▬	
Policy								
✓ State IT Investment Policy	12/10/99					▼		
✓ State Internet Standards & Protocol Directions	12/10/99					▼		
✓ State Security Policy	6/28/00							▼
✓ Digital Government User Interface Guidelines Version 1	2/25/00						▼	
✓ Digital Government User Interface Guidelines Version 2	5/30/00							▼
✓ Digital Government Web Privacy Guidelines	4/6/00						▼	
✓ Executive Order Model Privacy Language	5/24/00						▼	

✓ Completed Tasks / Updated 7/14/00

.gov Infrastructure R E L E A S E 2 . 0   2000

DIGITAL GOVERNMENT ENTERPRISE ARCHITECTURE		Q3			Q4		
Portals							
Access Washington "Plain English" Search							
Vendor named	10/00				▼		
Contract signed	11/00					▼	
Register "Ask George" trademark	10/00				▼		
Transact Washington Release 2.0							
✓ Requirements (TAAG)	9/00	▬▬▬▬▬▬					
Central registration and directory	11/00				▬▬▬▬▬▬		
Single sign-on with digital certificates	11/00				▬▬▬▬▬▬		
Inside Washington							
IGN access to state and local government	10/00	▬▬▬▬▬▬▬▬▬					
Trust							
Digital Certificates							
Early adopter certificates policy/practice	11/00	▬▬▬▬▬▬▬▬▬▬▬					
Availability of licensed certificates	11/00					▼	
Payments							
e-checks proof of concept	12/00	▬▬▬▬▬▬▬▬▬▬▬▬▬					
Applications, Tools, and Support							
Web-enabling Mainframe (s/390) Data							
Develop middleware guidelines (i.e. EntireX, MQ Series, XML)	11/00					▼	
Web messaging infrastructure for application data exchange	10/00	▬▬▬▬▬▬▬					
Application Support Web-Based Help Desk							
✓ Master agreement in place	8/00		▼				
Access Washington help desk implementation	11/00		▬▬▬▬▬▬▬▬▬				
Implement CD-based e-Storage	9/00	▬▬▬▬▬▬					
Application Templates							
Application Template and Outfitting Model (ATOM), release 1.0	10/00	▬▬▬▬▬▬▬					
Promulgate e-permits template	9/00	▬▬▬▬▬▬					
Enterprise direction for e-forms	12/00	▬▬▬▬▬▬▬▬▬▬▬▬▬					
Establish cross agency approach to professional licensing apps	11/00					▼	
Servers A La Carte Hosting	10/00				▼		
Policy							
Value chain and investment model	12/00						▼
IT Security Standards and Guidelines	11/00					▼	
Digital Readiness Guide	10/00				▼		
Internet-ready telecommunications wiring standards	10/00				▼		
Privacy and Piracy Executive Order modeling and reporting	9/00			▼			
IT Performance Report to the Legislature	12/00						▼

✓ Completed Tasks / August 2000

code – the common infrastructure, architecture, and approach to Internet application development that leads to a well-planned community.

More applications, greater choices for citizens

In short, Release 2.0 of the digital government Plan is about the stewardship of Digital Washington. To that end, the new infrastructure is being extended further to support applications with more sophisticated and complex features. Advancements include:

- Personalized services delivered through an extension of the Access Washington Internet   portal, where industry-leading security and   payment technologies will allow citizens and businesses to customize the nature of their relationship with government;
- An ability for citizens to find information and services by asking for it in plain English; and,
- The ability to chose among electronic payment options.

The strength of Digital Washington relies on the rapid development of multiple applications in such a way that each one maintains the integrity of the statewide enterprise. These applications are the equivalent of the community's businesses, owned and operated by local members of the community and producing the goods and services that bear the common look and feel of the "made in Digital Washington" brand. The brand is being developed collaboratively across the family of agencies, through a growing community of value, and accelerated through a learning environment dedicated to nurturing digital government as a core competence. Key

deliverables under Release 2.0 include:

- Application templates and other mechanisms that will support and assist agencies in delivering new applications to the public in record time;
- Statutory and policy refinements that enable agencies to deliver the highest level of accessibility, accountability, and utility in online services for the public.

Academy helps agencies collaborate to build applications faster

Digital Washington will continue to be built using these tools. But there is a larger cultural change at play as government navigates a strategic inflection point in transforming the citizen experience using the Internet. The Digital Government Applications Academy has emerged as the location to draw together an unprecedented number of agencies to develop and replicate Internet applications around common service delivery needs.

The Academy experience demonstrates that collaboration and communication among agencies is increasing and template-driven application development is overcoming the longstanding tendency toward agency-bound systems. Now more than ever, agencies are championing the enterprise approach out of a shared commitment to delivering services in a fast, reliable, accessible, and cost effective manner that provides a common citizen experience—a recognizable look and feel for all digital government applications across the state, regardless of what unit or branch manages the service.

Release 2.0 - Steps to a transformation

In the pages ahead, Release 2.0 details the status and planned development of the interlocking elements of digital government—the policy and management framework; the dot .gov infrastructure; and the rapidly expanding digital government applications portfolio.

Against the background of public service Release 2.0 then underscores digital government as a core competence of public service, and the importance of bridging the learning gap through the Academy, which serves as the laboratory for .gov innovation.

Finally, Release 2.0 concludes with a preview of a made-in-Washington Internet management and development methodology, covering everything from readiness to end-to-end execution.

This release marks out the next phase of the journey toward Digital Washington, expanding the toolset available to those who are building this community – a pattern that will continue through subsequent releases.

This version of the plan, like Release 1.0, is oriented toward a future in which there is a one-to-one relationship between citizens and government.

The destination is in view, the signposts indicate that the state is moving in the right direction, and advanced network technologies (broadband and wireless) promise to accelerate the pace.

This journey is more than tactics and speed. The digital transformation is changing citizen expectations and challenging conventional models of economics and governance. While the principles underlying democracy are timeless, the mechanics of practicing government are not. The continued relevance of government institutions depends on reflecting a world in which individuals have the power to manage their relationships in all aspects of their lives.

The dynamics of digital government are larger than can be captured in any one document at any one time. Given that, the digital government plan will maintain its view of the evolving world in six-month increments. Release 3.0 is scheduled for early in the new year, with Release 4.0 following in mid 2001.

Across all releases of the plan, discussion and development of digital government in Washington is rooted in principles of proper public stewardship.